



Alto-Shaam Service Parts Return Instructions

Returning items **MUST** have a Return Authorization (RMA) number issued by Alto-Shaam **PRIOR** to their return.

- **Parts that cannot be returned:**
 - Cannot be on the Recommended Stocking List for ASA
 - Glass (*inner door assembly, doors, end glass and bulbs*)
 - Evaporator coils
 - Hardware (*nuts, bolts, screws, fittings, etc.*)
 - Hoses
 - Gaskets
 - Insulation
 - Fuses
 - Cleaning Products
 - Electronics must be unopened in original anti static packaging
 - Any sheet metal manufactured parts
 - Slow selling parts (*have not sold in past 12 months*)
 - Obsolete parts unless Service Bulletin provided
 - Parts aged over one year from purchased date (*Surplus Returns Only*)

No returns will be accepted on the above parts and/or parts older than 90 days from the original date of shipment, and 90 days from failure date on parts. All products ship F.O.B. or Ex-Works... F.O.B. Menomonee Falls, WI unless otherwise stated on the face of the Alto-Shaam acknowledgment.

All return requests are subject to approval by the Alto-Shaam Parts Department.
Contact Alto-Shaam Parts at 800-558-8744 ext 6709 or partsdept@Alto-Shaam.com

Return Address: W164 N9221 Water St, Menomonee Falls, WI 53051

After obtaining the RMA number you must ensure the following for credit:

- The RMA number **MUST** be clearly marked on the outside of all carton(s) being returned.
- A copy of the RMA paperwork **MUST** be included along with the part(s)
- All merchandise **MUST** be returned within 30 days from the date the RMA was issued. If product is not returned within 30 days of the return authorization issue date, it will be cancelled and **any returns received after the 30 day period will be refused and returned to sender unless Alto-Shaam is notified beforehand and approves the delay.** Alto-Shaam, at management discretion, may choose not to issue a second authorization.



- All merchandise **MUST be returned in proper shipping containers, preferably the original packaging and MUST be in new & unused condition.** Unless the return was a 90 day warranty for part failing or was the result of refused freight damage, Alto-Shaam fully expects all parts to deliver in good and resalable condition. If part(s) are **deemed unsellable and cannot go back into inventory; Alto-Shaam denies that part, scraps on site and documents with pictures to be provided to the customer.**
- Only merchandise listed on the RMA can be returned. **Any items returned that are not listed on the RMA will be subject to approval at the discretion of Alto-Shaam management and may not be eligible for credit.**
- **All merchandise is subject to a 20% restocking charge,** unless the return is refused freight damage, in which case the carrier and/or original purchaser is responsible.
- **Restocking charges will ONLY be waived** if the return resulted from an error on the part of the factory, then Alto-Shaam will assume responsibility for the return including freight fees for inbound freight on the return. It is the responsibility of the original purchaser to provide proof of error.
- **Return freight** is the responsibility of the original purchaser unless otherwise specified.

Alto-Shaam's management reserves the right to make final decisions on all order related policies and/or cancellation/change fees and/or waivers. Final determination of the decision rests with an officer of Alto-Shaam or the President of the Company.